

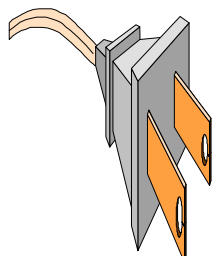


DTSW NEWSLETTER

EDITION 9

JANUARY 2000

plug in 2000



The New Millennium

DIRECTOR'S MILLENNIUM MESSAGE

As we move into the Year 2000, Defense Telecommunication Service-Washington is committed to continuing its Business Process Reengineering initiative resulting in a DTS-W that is focused on satisfying customer requirements in a timely and cost effective manner. Our goal is to become the telecommunications provider of choice for the DOD Components in the National Capital Region. We will accomplish this through a customer focused, well-trained work force that obtains services and products on behalf of our customers from a variety of DOD and GSA contracts.

DTS-W will face some significant challenges in 2000:

- Providing timely services and quality products despite shrinking agency budgets.
- Controlling DTS-W overhead expenses while modernizing an antiquated billing system.
- Providing customers with web based access to ordering, financial data, equipment records and usage

information.

- Implementing a Call Center to provide customers with a single "cradle to grave" POC for resolution of any customer inquiry/issue/problem.
- Awarding a new wireless contract to include pagers, cellular phones and wireless data.
- Working through DISA, award the National Capital Region Metropolitan Area Network contract, which will replace the TEMPO and Ft. Belvoir contracts.

These are formidable challenges, but they are achievable.

In order to be successful, DTS-W will need the cooperation, support and patience of its customers. In exchange, my staff and I assure you that we will work energetically and creatively as partners with you to meet your requests for telecommunication products and services.

Michael A. Newton
Director

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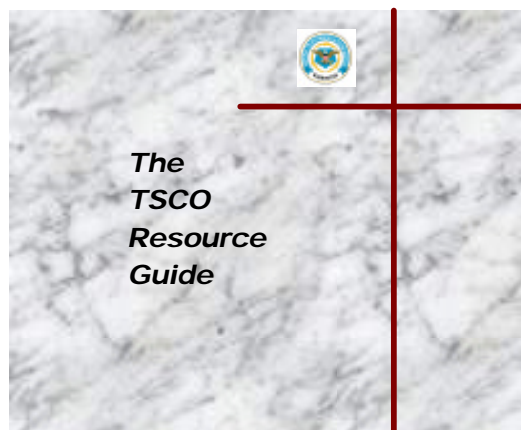
Message from the Director

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Enclosed with this edition of the Defense Telecommunications Service – Washington Newsletter is information from the Bell Atlantic Operating Systems Control (BAOSC) User Group (BUG) entitled the “BAOSC Corner”. This information along with the information included in the Newsletter may impact your telecommunication services. Please retain copies of the Newsletter for your reference. To ensure that the Newsletter remains informative, we ask that you submit questions, comments, or any information wished to be included to Defense Telecommunication Service – Washington (DTS-W) Plans and Operations Branch. Electronic responses may be submitted to petersrm@dtsw.army.mil or Ms. Renee Peters @ 703 696-7880. Look for us at our website: www.dtsw.army.mil Comments can also be mailed to:

DTS-W NEWSLETTER
ATTN: PLANS AND OPERATIONS BRANCH
DEFENSE TELECOMMUNICATIONS SERVICE – WASHINGTON
1700 NORTH MOORE STREET, SUITE 1475
ARLINGTON, VA 22209 - 1903



TSCO Resource Guide-DTS-W announces the completion of the ***TSCO Resource Guide*** (formerly the *DTS-W Handbook*). This new handbook is user-friendly, more informative and serves as a tutorial for DTS-W customers. The ***TSCO Resource Guide*** can now be accessed on DTS-W's homepage: www.dtsw.army.mil To obtain a hard copy, contact Ylonda F Howard, 703/696-8642, Debi Ramos, 703/696-8416 or your DTS-W Account Manager.

TSCO Training- TSCO training is available for both new TSCOs and for TSCOs needing a refresher. The course provides an overview of DTS-W's processes and procedures, the roles and responsibilities of the TSCO and Certifying Officer, and contract vehicles for ordering telecommunication equipment and services. The following is the schedule for upcoming training sessions:

| | |
|--------------------------|-------------------------------|
| January 20, 2000 | 8:30 a.m. - 12:00 p.m. |
| February 17, 2000 | 8:30 a.m. - 12:00 p.m. |
| March 15, 2000 | 8:30 a.m. - 12:00 p.m. |

The location of the training will be determined later. If you are interested in signing up for TSCO training, please contact Ylonda F Howard on 703/696-8642 or Debi Ramos on 703/696-8416.

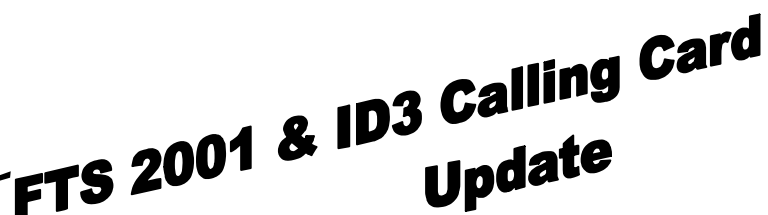
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Y2K Yeah!

DTS-W is happy to report that all is well in the new century. On New Year's Day a team of DTS-W personnel and support contractors conducted a test of the NCR telephone network, wireless services, and internal ADP systems. All systems processed calls and data without error. There were no reports of Y2K related problems from DOD telecommunications customers in the NCR during the week of December 31, 1999 through January 7, 2000.

Keep a watchful eye, because this is leap year with 29 days of February. Plans Branch will continue to monitor DTS-W Y2K issues. For further Y2K assistance, Contact Ms. Jenny Broadus, 703-696-7881.





Submit official Calling Card requirements to:
DTS-W, Network Services Division, Fax (703) 696-8694
Mailing address: Defense Telecommunications Service-Washington
Attn: Network Services Division, Calling Card Section
1700 N. Moore Street, Suite 2350
Arlington, VA 22209-1947
or

[illegible]

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Ten Digit Dialing Comes to Northern Virginia

In the July 1999 issue of the DTS-W Newsletter, we reminded you that Bell Atlantic and the Virginia State Corporation Commission (SCC) approved a new "**overlay**" area code within the current "**703**" area of Northern Virginia. The addition of the new "**overlay**" area code (**571**) will require the local phone companies to introduce 10-digit dialing in the current "**703**" area. Current TEMPO dialing pattern will not change, however, users will be required to dial the full 10-digits when placing an off-net call. The phone companies have established a permissive dialing period which permits you to immediately start the process of dialing the full 10-digits when making an off-net local call. Effective **March 1, 2000** the full 10-digit number must be dialed to complete an off-net call. As the **703** area code depletes, the **571** area code will be assigned to customers requesting new or additional lines. New Northern Virginia NXXs that are added to the DTS-W TEMPO dialing plan could be assigned the area code **571**.

Important information:

- Customers will keep their current telephone numbers.
- Although the dialing patterns will change, the new area code does not affect rates or local calling areas.
- DTS-W TEMPO rates will not be affected by the dialing change.
- Local Calling Area information can be found in the Customer Guide section at the front of the Bell Atlantic White Page Directory.
- Reprogramming of Private Branch Exchange Systems (PBX), burglar alarm/security systems, computer modems, and speed dial lists will be required to handle the new area code.
- 911, 411 and long distance will remain the same.

For questions concerning this new area code, contact Network Services Division at (703) 696-8666.



Mandatory

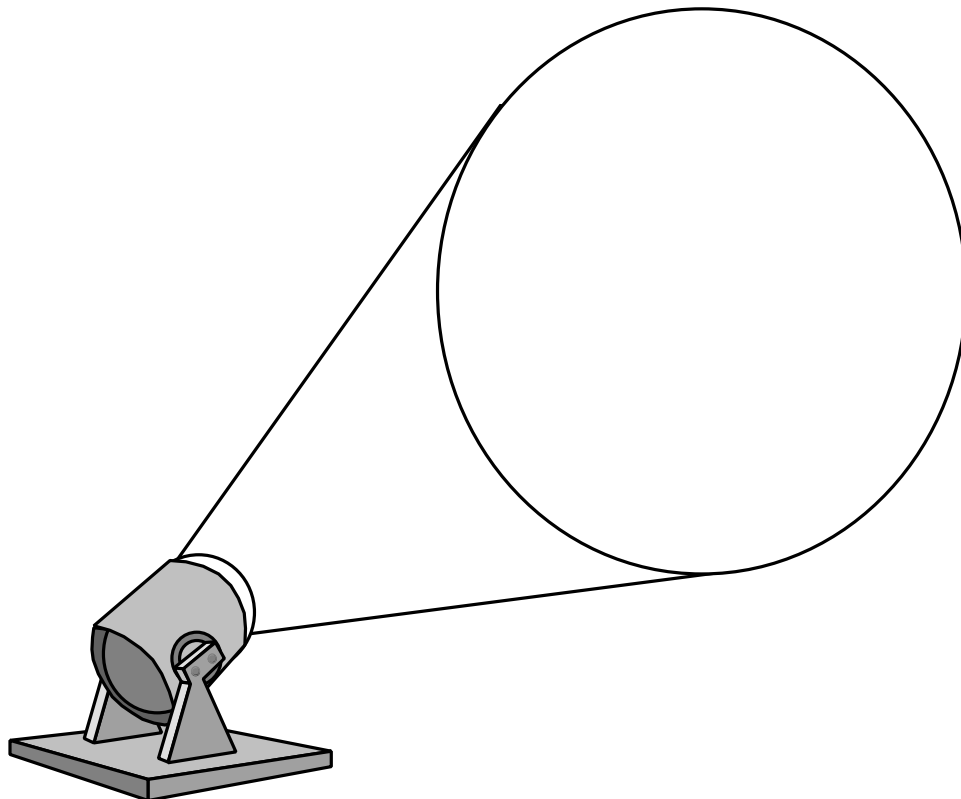
Use of Government-Wide Commercial Purchase Card for Orders Under \$2500

As mandated by guidance from the Undersecretary of Defense, the Commercial Purchase Card must be used to purchase cellular equipment orders priced at \$2,500 and below. DTS-W can no longer accept request for cellular purchases of \$2,500 and below unless the following requirements are met:

- A letter of justification that explains why your agency cannot use the Commercial Purchase Card is submitted along with your purchase request.
- The appropriate authorities to include DTS-W and DSS-W approve your justification prior to ordering the requested equipment.

Services purchased using the TEMPO, Fort Belvoir TMP, and the SkyTel Pager contracts are exempt from this mandate. These contracts require a service order process that allows for equipment purchase of \$2500 and below to be billed to the DTS-W consolidated bill.

If you have any questions, direct them to your DTS-W Account Manager.



Attention All TSCOs



Bell Atlantic recently announced that effective December 15, 1999, the Connect ReQuest notification of the **30cents** surcharge will be removed from the recording in the state of Maryland.

Connect ReQuest in Maryland works as follows: TEMPO users request a telephone number within the local calling area from Bell Atlantic Directory Assistance, the user is automatically connected to that number by using Bell Atlantic Connect ReQuest Service.

To activate Connect ReQuest, the user simply presses "1" anytime after the number is announced.

The cost for this service is **30cents**, plus applicable directory assistance charges.

For questions, contact the Network Services Division (NSD) at 703-696-8666.



Welcome to the age of Data Communication: 4445R Access

DTS-W has implemented the 4445R for full access via the DTS-W Web page. The 4445R is a consolidated, summarized report of charges billed against a BAC's fund cites during a billing cycle. This report is categorized by BAC, Fiscal year and Billing period.

In order to access your agency's 4445R, an authorized TSCO must access the DTS-W Web page @ www.dtsw.army.mil. Once established, you must click the icon "Useful Links to Other Websites", then scroll down to the DTS-W on-line system. At this section, the TSCO must enter their logon name and password to gain entrance. Once in, locate the 4445R icon and follow the entry boxes. You can choose several options in obtaining entrance into the database; BAC, Fiscal year or Billing cycle, its your choice. The 4445R is not formatted to fit standard paper. If you have a browser, save it to your local drive and print it at your local printer; it's that easy. For questions, contact Rob  rt Palmer (703) 696-8681 or Zanette Aziz (703) 696-8815.

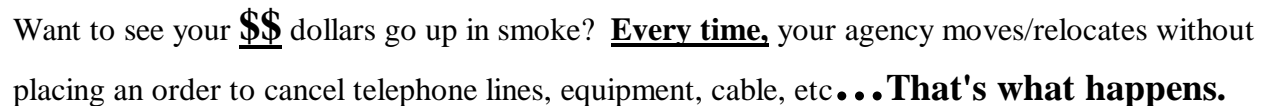




If discrepancies are found on the Pager Receipt Confirmation form, contact either your DTS-W or SkyTel representative for assistance. Fax signed Pager Receipt Confirmation form to (888) 794-5428. Direct questions; contact Ms. Josie Hallinan, SkyTel at 202-336-5229, or Ms. Theresa Wood, DTS-W, (703) 696-0035.



going Up in Smoke!



Frequently Asked Questions(FAQs)

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Using Non-Contracted Services

This is a reminder to all-ordering officials who wish to use funds reserved in BACs with DTS-W. Avoid ordering telecommunications equipment and services from AT&T, MCI or Sprint that are not under a contract accessible to DTS-W.

DTS-W is receiving billing statements for services ordered by our customers from AT&T, MCI and Sprint without the benefit of a contractual arrangement with DTS-W. Regulations governing our agency financial operations will not allow payments to be made through DTS-W without a valid contract in place.

Ordering goods and services from AT&T can be confusing because not all of their product line is available through DTS-W supported government contracts. The specific AT&T service offering to avoid....

- Master line
- Calling Cards
- Readyline-800
- Business Long Distance
- Government International
- International –800
- Conference Calls

DTS-W provides alternative services through the FTS2001 contract. The new TSCO Resource Guide (www.dtsw.army.mil) is a good reference to end the confusion.

This general rule of thumb should be followed, if you are in doubt, before committing the government to pay for a service: Ask us. If you commit the government, and have no legal way of making good on your promise, then you will be required to complete the ratification action with the contracting officer.

The bottom line is that if you want to use funds reserved in your BAC, then you will need to order from valid government contracts supported by DTS-W. If you want to use AT&T, MCI or Sprint products and services not under a contract then make local contractual & payment arrangements before ordering services.

If you have any questions concerning the good and services found under DTS-W contracts, please contact your Account Manager or Darline Wright, Resources Branch at 703.696.7878.



BAOSC CORNER

BAOSC USER GROUP (BUG):

The BUG has discontinued regularly scheduled meetings. Upon request, DTS-W and Bell Atlantic will continue to meet with agency Telecommunications Service Officers (TSCOs) and their designated representatives to address issues/questions relating to the BAOSC system/processes. To schedule an appointment, please contact Ms. Jackie Fowler at 703-696-8671 or fax a completed BAOSC USERS GROUP FORM (attached) to 703-696-8693.



FORMER BAOSC USERS AND TRAINEES

Have you attended BAOSC training but have little experience using it? BAOSC Training Review is available as a refresher for service order flow, basic keystroke, and line features. During this three-day class, you will review the functions for ordering service, changing features, and retrieving reports. This course requires a JON number to bill the \$625.00 cost to your BAC/LG.

FIRST-TIME BAOSC USERS

Do you know what BAOSC can do for you? BAOSC will help you save time and money on service orders; provide flow-through service for provisioning, inventory and maintenance; and generate reports for service orders, inventory and maintenance. Training is available for both ISDN and analog users.

The cost of the following classes is pro-rated by DTS-W for primary and alternate TSCOs (the first two courses are newly revised pre-requisites for BAOSC training):

- *Basic ISDN Concepts and Applications*
- *Ordering ISDN for TEMPO - The Nuts and Bolts*
- *BAOSC for TSCOs*

The following is the schedule for the prorated classes (**Jan-May 2000**):

| | Jan | Apr | May |
|-----------------------------------------------|-------------------------------------------|-----|-------|
| Courses | Dates | | |
| BASIC ISDN Concepts & Applications | 27 | 27 | |
| Ordering ISDN for TEMPO- The Nuts & Bolts | 28 | 28 | |
| BAOSC 2000 (5-day) or BOASC Review (3-day) | 31 st - Feb 4 th | | 1 - 5 |

To gain course descriptions or be wait-listed for future classes, please call Ylonda F Howard at 703/696-8642 or Debi Ramos 703/696-8416

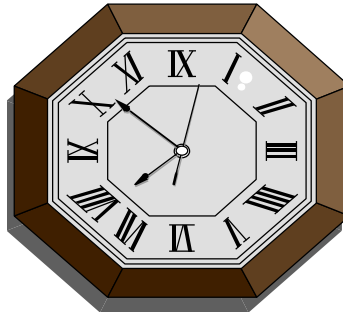
ISDN DATA APPLICATIONS WORKSHOP

Are you ready to learn about the data options available with ISDN? The *ISDN Data Applications Workshop* offers both lecture and hands-on exercises for you to become familiar with ISDN design and networking options. The cost of \$230 per person will be billed to your BAC/LG via a JON number.

ISDN SET VIDEOTAPE AND CBT

Have new personnel joined your agency since your ISDN conversion and initial ISDN Set training? A videotape and a CBT – computer-based training diskette in both PC and Mac versions – are now available to provide an overview of ISDN Set features and programmable functions. To obtain a copy of these materials, contact DTS-W Training Officer Ylonda Howard, 703/696-8642.

BELL ATLANTIC HOURS OF OPERATION



- **BUSINESS OFFICE** **703-816-4655** **7:30 a.m. to 4:00 p.m.**
Monday through Friday
 - **BAOSC HELP DESK** **703-816-4559** **7:00 a.m. to 4:00 p.m.**
Monday through Friday
 - **TEMPO REPAIR NO.** **703-693-2202** **24 hours per day**
-
- **Reminder When reporting a problem with your TEMPO service, please remember to call the TEMPO System Management Center (SMC) on 703-693-2202.**

BAOSC USER GROUP (BUG)

FORM

_____ I would like a response to the following question(s).

_____ I would like to schedule a visit with DTS-W and Bell Atlantic's BAOSC Support Staff.

The response should be forwarded to:

NAME: _____

AGENCY: _____

ADDRESS: _____

BAC: _____ LG: _____ PHONE: _____

FAX: _____

ON-LINE BAOSC (Y / N) ISDN (Y / N) ANALOG (Y / N)

Return form to:

Defense Telecommunications Service - Washington

1700 N. Moore Street, Suite 2350

Arlington, VA 22209

Attn: Jackie Fowler, Phone (703) 696-8671/ Fax (703) 696-8695

Happy New Year from DTS-W!

The TSCO Planning Committee is in the process of preparing for DTS-W's Annual TSCO Conference, scheduled for May 9, 2000, at the Holiday Inn Westpark Rosslyn.

The committee would like your input:

- What "burning" subject matters are of greatest interest to you
- A few ideas to think about:
 - Post Tempo
 - Post Y2K - Information Assurance
 - Telecommunications Technology 2000 and Beyond
 - Information Security

We welcome your comments/suggestions on the above, as well as ideas and recommendations on Break-out materials. The committee looks forward to your response.

Email/fax your response **NLT Feb 1, 2000** to: Tscoforum2000@dtsw.army.mil, fax (703) 696-8413, Attn: TSCO Forum 2000 Committee or your DTS-W Account Manager.



Coming Attractions!
DTSW Conference 2000, May 9th

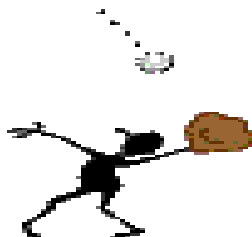
fun trivia

1. Jerry Mathers was known as "The "
2. "Wilma" was who, in the family known as the "
3. Who is "Mrs. Bumstead"?
4. "Mr. Wilson" was always trying to avoid who?
5. Robert Young was known as " "
6. This beautiful Collie was one of the smartest dogs on TV...
7. Buffalo Bob was host on " "
8. "Jed" was the father on " "
9. "Hoss" played on what show?
10. "A Really Bigggggg Shoooooow", who always opened their show this way?
11. What show did "Kitty" or "Doc" play on?
12. Who was host of "Truth or Consequences"
13. What game show allows you pick door #1, #2 or #3.
14. What westerner was the only individual to carry a rifle instead of a gun?
15. What game show had 3 people portraying one individual?
16. What role did Robert McCall play?
17. Name the 3 main characters of Superman.
18. What actor is famous for playing "Tarzan"
19. What western TV Show was named after a dog?
20. Who was the actor in "It Takes A Thief"

****Bonus**

Name Dick Van Dyke & Mary Tyler Moore character names in "The Dick Van Dyke Show"

Email/fax your answers to the editor's office and the winner will be announced in the next issue.
petersrm@dtsw.army.mil fax 703-696-8413



get in the game!